

AGING PROGRAM COORDINATOR

NATURE OF WORK

This is responsible managerial and supervisory work planning, developing, coordinating and managing several programs within a service division of the Lincoln Area Agency on Aging.

Work involves recruiting, supervising and evaluating subordinate social service, clerical/technical support staff and/or volunteers/interns; coordinating staff and resources to provide program services and activities; monitoring section/program expenses and completing budget and applicable grant reports; and evaluating the effectiveness of services provided by programs through client feedback and interactions, federal/state audits and internal quality assurance measures. Work also involves developing and administering sectional/program policies and procedures, marketing plans and long-term planning strategies; networking with community service providers and communicating and coordinating sectional activities with other LAAA divisions/programs.

Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences, achievement of program goals and effectiveness of existing programs. Supervision is exercised over subordinate program staff.

EXAMPLES OF WORK PERFORMED

Recruits, supervises and evaluates subordinate social service, clerical/technical support staff and/or volunteers/interns; facilitates/provides new staff training and arranges/provides informational and ongoing work-related training sessions; develops and administers sectional/program policies and procedures.

Networks with community service providers to promote interagency and intra-agency communication, facilitate and coordinate client service provision and negotiate/maintain vendor/contract agreements; seeks alternative funding options; develops and administers marketing plans and long-term planning strategies for assigned programs/section; communicates and coordinates sectional activities with other LAAA divisions/programs; acts as liaison between Advisory Boards for program activities and LAAA.

Coordinates staff and resources to provide sectional/program services and activities; prepares and submits budget reports and summaries; authorizes and monitors vendor/contract compliance; maintains awareness of political issues and governmental regulations/requirements concerning relevant aging areas.

Evaluates the effectiveness of services provided by sectional programs supervised through client feedback and interactions, federal/state audits and internal quality assurance measures; establishes advisory groups to provide information to program staff concerning program effectiveness/impact.

Develops and generates program documentation, client survey and quality assurance forms for the section; solicits contributions from and educates businesses, organizations, civic groups, churches and the general public on LAAA programs and services through public speaking engagements; plans and arranges recognition activities/events for staff, volunteers, contributors and clientele.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and techniques of executing social service work and delivering programmatic services to elderly and disabled individuals.

Considerable knowledge of the functions, programs and services provided by various community

agencies as they pertain to elderly and disabled populations, needs and issues.

Knowledge of program development, management and evaluation within a larger organizational structure.

Knowledge of solicitation and fundraising principles, practices and techniques.

Knowledge of training and development methods and techniques.

Knowledge of personal computer systems.

Some knowledge of financial management, including budgeting, billing and collection and grant management.

Ability to establish and maintain effective working relationships with coworkers, clients and families, community agencies and service providers, public officials and the general public.

Ability to plan, organize, supervise and evaluate the work of subordinate staff, volunteers and interns.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to make operational and supervisory decisions in response to changing conditions and in emergencies.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major coursework in Business or Public Administration, the social or behavioral sciences or related field plus considerable experience in program development, management and evaluation including supervisory experience.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major coursework in Business or Public Administration, the social or behavioral sciences or related field plus experience in program development, management and evaluation including supervisory experience or any equivalent combination of training and experience which would provide the desirable knowledges, abilities and skills.

Approved by: _____
Personnel Director

Department Head